

MAYOR OF LONDON

Alison Moore AM

By email

Date: 27th August 2020

Dear Alison

Thank you for your letter of 14 July. I am sorry for the delay in responding. Please see responses to your requests below.

It would be helpful to receive a copy of the guidance that has been shared with TfL staff, and for you to provide further information about how workers will be protected.

Transport for London (TfL) has a comprehensive range of safety mechanisms in place to keep staff safe. We have an extensive cleaning regime in place including regular cleaning of common touch points using disinfectant, hospital-grade cleaning substances and the introduction of hand sanitiser points across the network.

Hand sanitiser is available to all staff and hand washing facilities are available for operational staff where reasonably practicable. Staff are encouraged to carry out dynamic risk assessments, all operational deployments are assessed for risk, and mitigations put in place to make them as safe as reasonably possible and comply with social distancing advice.

Face coverings have been made mandatory on the transport network, following the latest scientific advice that says face coverings can help reduce the chance of infecting others. All front-line staff have been issued with Type 2R masks and TfL's enforcement officers are working to ensure compliance amongst customers. These enforcement teams go to areas where higher non-compliance is reported and people may be refused entry or risk a fine or prosecution if they do not comply.

Staff are encouraged to maintain a safe distance from customers where possible, and in turn, politely remind customers to keep their distance. Customers are also advised to travel during quiet times where practicable.

To support the general wellbeing of staff, regular reviews are carried out with enforcement managers and Trade Unions to identify and address areas of concern. Occupational Health and counselling services are available, as well as training for managers on practical skills for maintaining a mentally healthy workplace.

Please find attached some of the guidance that has been shared with TfL staff for your reference.

Please can you inform the Committee of the current level of compliance across the network and how that has changed since face masks were made mandatory on 15 June. How is TfL enforcing non-compliance of face mask wearing and what is the level of fines issued to date?

After three weeks of extensive communications and engagement activity to make customers aware of the requirement once face coverings became mandatory, TfL moved to an enforcement phase on 4 July. TfL enforcement officers and the police are deployed to priority locations across the public transport network to explain the requirement and encourage compliance. They will take enforcement action when required, including refusing entry, asking people to leave the network and bringing fines or prosecutions if necessary.

Compliance continues to be generally very high, particularly in the peak. TfL customer research findings show that around 90% of customers say they are wearing face coverings at all times on TfL public transport services. Of the 10% not wearing a face covering at all times or not at all, over half claim to have an exemption/good reason for not doing so.

Between 4th July – 18th August:

- ☐ 71,100 people were stopped by TfL enforcement officers from getting on our public transport services until they put on a face covering. Most complied by getting their face covering from their bag or pocket, putting it on correctly or purchasing one from a nearby shop.
- ☐ 5,076 people were prevented from boarding and 1,352 were ejected from the service.
- ☐ 316 Fixed penalty Notices have been issued by TfL officers to those refusing to comply. FPNs are a last resort but they will be used where necessary. (Fines are not issued on the spot. Passengers details are taken at the time and the FPN is issued by TfL's Investigation and Prosecutions Team)
- ☐ The police are engaging with similar levels of passengers and stopping those without a face covering and who do not have an exemption from travelling. The numbers above do not include police enforcement.

Please can you inform the Committee how staff, particularly BAME colleagues, will be supported to provide accurate self-report risk assessments and how you will use this data you receive to update operational guidance and improve safety.

This is clearly an important concern, as 45 per cent of TfL's frontline station staff and 47 per cent of London's bus drivers (15-20 per cent have not stated their ethnicity) are from a Black, Asian and minority ethnic (BAME) background. Our starting point is of course to reduce the risk of exposure for all members of staff as far as possible so that regardless of any individual risk factors, the overall risk is as low as it possibly can be.

As of 1 June, BAME staff across the Greater London Authority family have had access to risk assessments as part of measures to help those disproportionately affected by Covid-19. We are also in the process of pulling together a Task and Finish group to develop a Transport Workers

Covid-19 Action Plan that will feed into the newly formed Vulnerable Londoners working group. The group will look at bus driver and BAME workers, as well as transport workers more broadly and wider demographic risk factors.

The BAME demographic form part of the overall Vulnerable Persons Risk Assessment Process. This process not only takes into account BAME demographics but also underlying medical health conditions and other risk factors. Communication has been ongoing to TfL employees, through their line managers and fed back through Trade Union forums and other means.

The Government recently announced they are changing its advice from 1 August for those who are in the Clinically Extremely Vulnerable (CEV) group. Those who cannot work from home, can go to work, as long as the business is Covid-safe.

The safety of our people remains our priority and we've developed a new process, where our approach will focus on role-based advice. For example; CEV employees can return to work when:

- ☐ They can maintain appropriate social distancing for the majority of the time or
- ☐ If their working arrangements can be adapted to ensure that they can maintain social distancing for the majority of the time

This process will also be used for those in the clinically vulnerable (CV) category, and has been in place since 13 July 2020. All team members in the CV or CEV groups will need to undertake an Occupational Health (OH) Covid-19 staff risk assessment, where each individual's personal and medical factors will inform how TfL manage their return to work.

Considering the large number of key interchange stations across the capital, please can you report back to us regarding what plans have been put in place at interchange hubs to ensure continuity of messaging and safety measures remain high across all interchanges in the capital. Additionally, will the Interchange Best Practice reference guide be updated in line with the changes, and if so, what are the timelines for doing so? How is consideration given to those with disabilities and sensory impairments?

TfL has a long history of working collaboratively with Network Rail, the DfT, the Rail Delivery Group (RDG) and train operating companies (TOCs) to provide integrated, high quality customer service at interchanges. Facing the challenges presented by the Covid-19 pandemic and resulting lockdown, TfL has continued to work closely with these organisations both at a strategic and operational levels.

TfL has liaised with the DfT and RDG to ensure consistent customer messaging, both on the public transport network and via other customer communication channels (e.g. the TfL website and social media). Designs and proposals have been shared to ensure greater consistency for customers when travelling and alignment with the latest government guidance.

TfL has also discussed and formulated agreed approaches to new requirements, such as the management of face covering exemptions. Alongside this work with industry partners, TfL has carried out rapid Equality Impact Assessments to identify and mitigate the impact on disabled customers of necessary changes to operational processes resulting from new safety measures like social distancing. TfL has shared these plans with RDG and TOCs so that transitions between operators can be managed effectively.

It has of course been challenging to cascade information to station staff over the past few months, given the high rates of absence and frequently changing guidance. That's why TfL continues to listen to feedback from customers and stakeholders, and is taking action to improve compliance with our processes. TfL is not currently planning to update the Best Practice Reference Guide, but is reviewing this in light of recent operational changes.

Therefore, the Committee would like to receive information on how the potential increase will be monitored to ensure that journeys being made on the network are essential and how the wearing of face masks will be enforced with greater levels of demand. The Committee would also like to know what active work TfL are carrying out with the operators of all TfL services, Network Rail and the Rail Delivery Group to help manage demand and passenger flow.

TfL and I are working closely with the Mayor, Government, boroughs, businesses, schools and other transport providers to safely build up service levels to where they were before coronavirus. TfL is now running near-normal levels of services, but the need to maintain social distancing wherever possible means that we are asking customers to travel outside the busier times and are providing the information customers need on when the quiet times are for their journeys.

TfL is working to make travelling more comfortable for everyone by distributing demand more evenly across the day. TfL continues to work with businesses to make that happen and to support the recovery of London's shops, attractions, pubs and restaurants.

As of 21 August, Tube journeys were at 28.8 per cent of the year previous and up 2.5 per cent on the week before. Bus journeys were at 52.3 per cent on last year and up 4.3 per cent on the week before. More people are returning to public transport every day and TfL has made sure that stations, Tubes and buses are clean, orderly and reliable.

The overwhelming majority of passengers are complying with the requirement to wear a face covering for the full duration of their journeys. Police and our enforcement teams are taking steps to ensure that everyone does so and can take enforcement action where necessary, as noted above.

TfL continues to work with its operators, Network Rail and the RDG to help manage demand and passenger flow. There are daily pan-TfL calls to assess operations and coordinate necessary responses to managing demand and passenger flows with a number of different measures, including limiting access and customer communications.

There is also a three-times-a-week rail industry call which focuses on key hotspot interchanges, to discuss daily network performance, as well as regular integrated meetings with RDG, TOCs and Network Rail, to share and align travel demand and communications strategies.

TfL provides regular updates to Network Rail on the busiest London Underground stations, for reflection on their busiest times webpage, as well as undertaking regular engagement with TOCs, RDG and Network Rail via the Travel Demand Management Forum co-chaired between Network Rail and TfL.

The Committee would like to know what TfL's initial thoughts are with developing scenarios that offer a more sustainable long-term strategy and funding model.

As you recognise, TfL has been working closely with Government as part of the national effort in response to the coronavirus pandemic. The result of this, at the height of the crisis, was a rapid reduction in passenger numbers, with fare and other revenue falling some 90 per cent. In May, a funding and financing package was agreed with Government to address the shortfall in the period to 17 October 2020. The package included a number of conditions, including a Government-led review of TfL's future financial position and structure. It is expected that the Government will use the output of this review to consider more fundamental changes that could put TfL in a sustainable financial position by the end of the current business plan period (2024/25).

This Government-led review does not, however, propose to consider long term funding and financing models beyond five years. At the meeting of the TfL Board on 2 June 2020, Members agreed that TfL would rapidly commission its own independent review to look at the very issue you raise; namely, the financial models and options, and different scenarios for funding opportunities.

The Independent Review is led by a panel with significant experience of public policy, Government reviews and reform of public bodies. The initial conclusions of the Panel will be reported in September 2020, and it is expected these will highlight some potential financial options for TfL.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Heidi Alexander', with a stylized, flowing script.

Heidi Alexander

Deputy Mayor for Transport